



SIB 32 11 19

2020-12-28

## SPORADIC REDUCTION OF STEERING ASSISTANCE

This Service Information Bulletin (Revision 2) replaces SI B32 11 19 **dated March 2020**.

### What's New:

- Situation
- Correction
- Procedure
- Warranty

## MODEL

I01 (i3)
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## SITUATION

The driver notices a reduction of steering assistance sporadically while in certain driving situations. Steering control is never lost when the reduction of assistance occurs.

Possible customer perceptions are:

- Steering system sporadically moves stiffly
- Steering assistance reduced in some instances
- Varying steering forces
- Steering wheel slightly crooked

The fault may self-correct for no obvious reason or be eliminated with a terminal change/key cycle.

There is no Check Control (CC) message when the issue occurs.

## CAUSE

Unfavorable software in the Electric Power Steering (EPS).

## CORRECTION

Update the vehicle integration level to ISTA 4.22.1x or higher.

## PROCEDURE

Determine the vehicle's current I-level by either using AIR or the ISPA NEXT application.

If the I-level is higher than or equal to I001-17-11-500 and lower than I001-20-03-520:

- Program the vehicle using ISTA 4.22.1x or higher (released March 2020)

Model	Target Integration Level
I01 (i3)	I001-20-03-520

Note that ISTA will automatically reprogram and code all programmable control modules that do not have the latest software.

**Always connect a BMW approved battery charger/power supply (SI B04 23 10).**

For information on programming and coding with ISTA/P, refer to CenterNet / Aftersales Portal / Service / Workshop Technology / Vehicle Programming.

If the I-level is lower than I001-17-11-500; or higher than or equal to I001-20-03-520:

- Do not program the vehicle
- Perform a vehicle test and work through the corresponding test plan

## **PARTS INFORMATION**

**Do not replace any parts for this issue.**

## **WARRANTY INFORMATION**

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

**Select one of these open Technical Campaigns to perform and submit for updating the vehicle to the required I-level or higher.**

**Please be sure to also perform any additional work (before and/or after) as required by the open campaign(s) on the vehicle. Close any other remaining open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.**

Only if the above situation does not apply, the BMW software solution is then:

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks or the BMW Certified Pre-Owned Program as described below.

<b>Defect Code:</b>	<b>3213900300</b>	<b>I01 Restricted steering assistance</b>
:		
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Support voltage of the vehicle electrical system / recharge vehicle electrical system battery	Refer to AIR
Or:		
61 21 529	Recharge vehicle battery (service cap in trunk removed) (to EME)	Refer to AIR
And		
61 25 910	Recharging high-voltage battery unit (to high voltage charging socket)	Refer to AIR
And:		
61 00 730	Programming/encoding control unit(s)	Refer to AIR

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

Refer to AIR for the corresponding flat rate unit (FRU) allowance.

### **Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)**

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software I-level. If one or more control module failures occur during this programming procedure:

- Please claim this consequential control module-related repair work (including performing the IRAP Control Unit Recovery procedure first as required, refer to the SIB in AIR) under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section

For control module failures that occurred prior to performing this programming procedure:

- When covered under an applicable limited warranty, claim the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis).

### Other Repairs

If other eligible and covered work is performed as a result of performing the ISTA diagnostics and related test plans, claim this work with the applicable defect code and the labor operations that are listed in AIR (including diagnosis).

As applicable to your center, please refer to **SI B01 01 20 or B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures.

### QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department